

# Tellus EVV IVR User Guide

Date: September 1, 2020

Version: 1.2



## Contents

Terminology .....	2
Introduction .....	4
Configuring Caregiver Personal Identification Number on the Admin Console .....	4
Quick Reference Guide .....	6



## Terminology

The following terms are used throughout the application and throughout this User Guide.

**Administrator (Admin):** An individual or individuals assigned and responsible for running an agency or organization also known as: Administrator, Billing Agent, Scheduler, Human Resources, Office Manager, Agency Owner, Service Broker/Case Manager, Fiscal Agent.

**Caregiver:** An individual providing services/care is also known as: Live-in Service Provider, Rendering Provider, Billing Provider, Home Health Aide, Adult Daycare Provider, Provider, Community Mental Health Provider, Agency Providers, PDS Employee, Independent Provider, Service Provider, Participant Directed Service Provider, Personal Care Provider, Group Home Provider, Direct Care Worker, Direct Service Provider, Non-Agency Provider.

**Modifier:** (Supplement to the *Service Codes*) Two digits used for billing to provide extra details (when applicable) concerning a service/care provided by a Caregiver. Not all service codes have modifiers.

**Agency:** A business established to provide a service and employs individuals to render care also known as: Traditional Home Health Agency, Fiscal Management Agency (FMA), Provider Agency, Billing Provider.

**Payer:** Payer refers to the health plan or organization that provides payment to the Caregiver or Agency for the services that are provided to its Recipients by its Caregivers.

**Prior Authorization/Service Authorization:** Health plans authorize care for a Recipient for a specified period, for a specified unit (time increment for a service code) or for a specified number of visits.

**Recipient:** An individual receiving services/care is also known as: Client, Participant, Individual, Family Member (child, parent, spouse, etc.) PDS Employer, Beneficiary.

**Schedule:** A schedule includes one or multiple visits that are most often planned by Administrators for Caregivers to provide services to Recipients. Caregivers may need to schedule a visit – when service is required on a weekend, for example, when an administrator is not available.

**Service/Service Code:** Service Codes (see also HCPCS codes) are used to define the type of service being rendered and the amount of time allotted for that service (unit). Service codes can also be known as: Description, Billing Codes, Procedure Codes, Revenue Codes, HCPCS or Healthcare Common Procedure Coding System. Service codes may include a series of tasks. For example, tasks may include Cleaning or Grooming. Some, but not all service codes, may have modifiers (see Modifier).



**Visit:** A scheduled date, time, and place for a Caregiver to provide services to a Recipient and the services to be provided.



## Introduction

The 21st Century Cures Act mandates that states implement EVV for all Medicaid personal care services (PCS) and home health services (HHCS) that require an in-home visit by a provider. Tellus offers a compliant EVV system that utilize GPS on mobile devices to accurately record specific visit location data.

If a provider does not have access to a smart phone nor a tablet, Tellus offers Interactive Voice Response (IVR) as a backup option to these providers.

An IVR visit system allows caregivers to complete Home Healthcare visits by using an authorized dedicated landline phone to call a toll-free number and record visit activities into an Electronic Visit Verification system.

Provider must follow state outline procedures to obtain approval to conduct IVR visits for Recipients. IVR approval applications will include Recipient name, Medicaid ID, home address and landline phone number.

Tellus will receive state approvals and enable IVR visit option for Recipients in the Tellus EVV Portal.

This document contains instructions that System Administrators must follow to implement IVR visit option for authorized Recipients.

1. Tellus Implementation will configure the IVR settings. The state will approve the providers and will then send Tellus the information to input into the portal.
2. All IVR visits must first be scheduled using the Tellus EVV Administrator Console or the Tellus EVV Mobile App before visits can be completed.

Tellus Implementation must configure the following IVR settings using the respective applications:

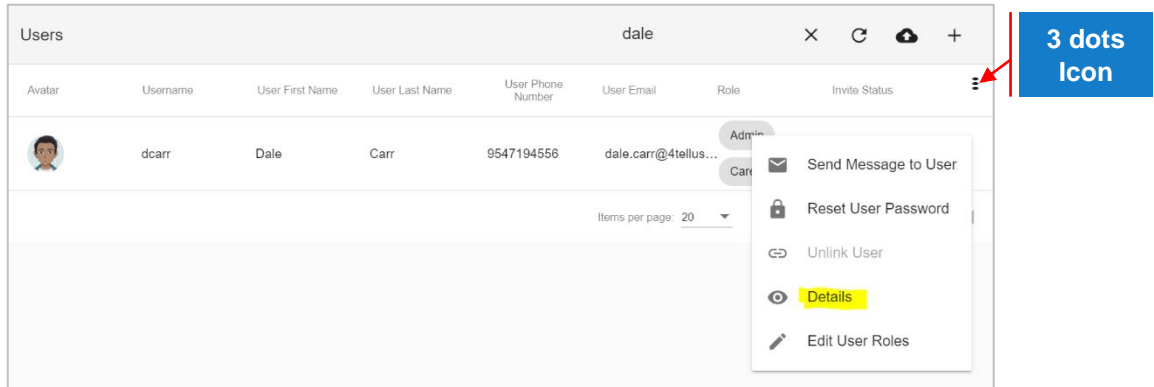
✓ Tellus EVV Administrator Console

1. Confirm Authorization status of IVR Landline Phone Number for Recipient's Service Address
2. Configure Caregiver IVR Personal Access Code (PIN)

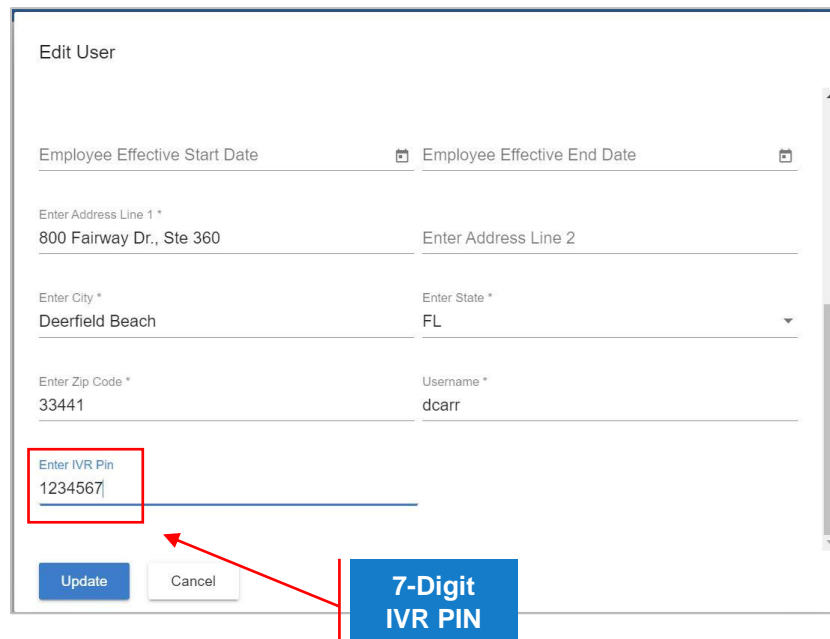
## ➤ **Configuring Caregiver Personal Identification Number on the Admin Console**

1. From the **Main Menu**, click **Users**.

- From the **Users** screen, search for the Caregiver, click on the three dots located to the right of the record, then click **Details**.
- From the **User Details** screen, click on the **Edit** icon, the pencil.



- Click in the **IVR PIN** field and enter the Caregiver's 7-digit PIN. If the provider does not enter the IVR Pin, the system will autogenerate a pin for the user.
- Click the blue **Update** command button.



## Quick Reference Guide

All IVR visits must first be scheduled using the Tellus EVV Administrator Console before visits can be completed. Caregiver must have designated toll-free number to call in to IVR system in order to record visit activity.

1. Caregiver uses Authorized IVR landline phone to call into IVR system.
2. IVR system answer call and prompts Caregiver to select language.
3. IVR system prompts Caregiver to enter 7-digit PIN.
4. IVR system prompts Caregiver to start visit, login to service.
5. Caregiver starts and completes service.
6. Caregiver uses Authorized IVR landline to call into IVR system to complete/end service.
7. IVR system prompts Caregiver to enter 7-digit PIN.
8. IVR server loads the current, started, service.
9. IVR system gives Caregiver the option to end the current service.
10. Caregiver chooses option to end current service.
11. IVR system allows you to select which tasks, plan of care activities, were completed during visit.
12. User enters completed tasks.
13. System records completed task checklist information.
14. If there are additional services, the system will give the Caregiver the option to start the next service.
15. If there are no other scheduled services, the IVR system thanks user for using IVR and **ends the call**